

innRoad University Program

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innRoad Assignment

Intermediate Reservation 2

GUEST INFORMATION

Roxie Weismann called the *University Hotel* directly and wanted to make a reservation for this evening. Use the information below to create the guest profile and make a reservation.

Arrival Date: Today's date

Departure Date: Tomorrow's date

Room Type: King Suite

Name: Roxie Weismann_StudentID

Market Segment: Internet

Referral: Guest Referral

Title: Ms.

Address: 2834 Garden Place, Greensboro, NC 85044

Phone: +1 336 666 3330

e-mail address: rweissman@nomail.com

Guaranteed By: Credit Card

Credit Card Number: 5555444433332222

Credit Card Expiration Date: 07/25

Ms. Weismann arrived at the University Hotel in the late afternoon. Please check the guest in.

Just a few minutes later Ms. Weismann came back to the front desk and informed you that there is another guest staying in her room. She saw somebody else's luggage when she went inside her room. You apologized for the inconvenience and moved the guest to another room. Please select another vacant and clean room for this guest.

Ms. Weismann visited the Hotel's spa center and tried new aromatics facial. The total charge for the service was \$75. Ms. Weismann asked to post the charge to her folio. She also presented a coupon for a \$15 discount. Please post the charge and the coupon discount to the guest's folio.

After the spa center, Ms. Weismann also visited the hotel's gift shop. She bought local souvenirs and merchandise for a total of \$35.

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Ms. Weismann was tired after a long day of travel. She decided not to go for dinner, but order a room service instead (total charge is \$24.50). She stayed in her room and made a couple of phone calls (total is \$7.75). Ms. Weismann also selected one of the movies from the video on demand (VOD) collection. The movie charge is \$9.95. Please post all charges to the guest's folio.

It has been already 40 minutes since Ms. Weismann placed a room service order. She called the restaurant to inform about the long wait. The restaurant manager kindly apologized for the inconvenience, explained that the kitchen has been very busy that evening, and offered a complimentary desert to recover the poor service. However, Ms. Weismann rejected the desert offer. Then, the restaurant manager ensured the speedy delivery of the order and also promised to void the room service charge. Ms. Weismann was satisfied with this solution.

Please void the room service charge, pay the remaining charges and check the guest out. Print out the check-out confirmation page (guest statement) and submit it to your instructor.

Good luck!